## Transcript - How to protect against scams

Hi everyone, I want to share how you can protect yourself against scams.

Scammers will often pretend to be from trusted brands like myGov, Centrelink, Child Support or Medicare. That’s why you should always check that the contact is the real deal.

If you get a suspicious email or text message, just delete it. If you open it, don’t click on any links. Scammers can use links to steal your personal information.

We won’t ask you to click a link in an email or text message, except from within your official myGov inbox. Always access myGov by typing www.my.gov.au into your web browser.

There will be times where we need to contact you. However, if you are concerned, you can call one of our payment lines to check it’s genuine. Remember, only use our official phone numbers. You can find these on our website.

When you speak with us, we’ll never ask you to:

* pay money to get a payment or benefit
* or pay for our assistance, like with setting up online accounts.

For more information about how to protect yourself, go to servicesaustralia.gov.au/scams